



Kimbrough's Tips and Tid Bits

Spring 2013

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Kimbrough Celebrates

"Bring Your Child To Work Day"



On 25 April, 2013, Kimbrough Ambulatory Care Center (KACC) welcomed the children of KACC staff into the facility to learn a bit about their parents' jobs. COL Danny B.N. Jaghab, KACC Commander, kicked off the day with an overview of his role as Commander and provided a tour of the facility for over twenty children aged 4-16. Ms. Loma

Lohn, the Patient Safety Manager, talked about the importance of safety in a medical facility, including the ever-important practice of washing your hands. Areas within Kimbrough the children got a chance to visit included the Pharmacy, Laboratory, Radiology, Vision, and Hearing Departments. During their visit to the Lab, they observed operations in

the hematology, chemistry, urinalysis, and microbiology sections. At Radiology, they examined a few x-ray films of different parts of the human body. Finally, while in the Vision Department, the children observed LTC Wagner perform a follow-up exam on a patient and examined the patient's eyes with an otoscope.



!!!NEW REFILL PHARMACY!!!



On 1 May, Kimbrough Ambulatory Care Center opened its new pharmacy refill site located on the first floor in Room 1A10, near the elevators and directly across from the Musculoskeletal Clinic. Patients will only be able to pickup refills that have either been phoned in (1-800-377-1723) or requested via the internet (www.wrnmmc.capmed.mil). The hours of operation will be Monday – Friday from 0700 to 1830. This new refill location will provide faster and more efficient service, decreasing the wait time normally experienced at the main pharmacy. Patients are reminded that prescription renewals, prescribed by a provider for the continuation of medication therapy, are processed as a "new" prescription and must be picked up at the main pharmacy. If you have questions regarding the new refill pharmacy site please call (301) 677-8288.



The Patient Advocate



Submitted by Lenora Hicks, Patient Advocate

Patient Advocates are dedicated to creating a health care system that promotes patients' rights; respects individual dignity, and advances a just and humane society that benefits us all. The Patient Advocates office is here to assist you with any situation in which the Kimbrough Ambulatory Care Center staff may not be able to provide immediate resolution. The Kimbrough staff is here to ensure your concerns and suggestions are properly addressed. Patient advocate's help patients navigate through the medical system, overcome barriers to care, and then inform, counsel and assist patients and their families to understand the results, and make decisions that reflect a person's values and preferences. Patient Advocates strive to assist in providing the best health care and customer service to all beneficiaries. Welcoming the customer's feedback; we will continuously seek better alternatives to provide these services. Your concerns are always important to us. The Advocates primary function is to serve

the patient's needs, along with the needs of their family. Those needs can encompass anything from questions about their health care, procedures, policies, surgeries, post-operative care and more.

The Patient Advocacy Office at Kimbrough Ambulatory Care Center is established to ensure patients' unresolved needs are met. It is designed to ensure patients are satisfied with their medical care. Our mission is to expedite their processing through the system, and to enhance the relationship between the patient and the staff at Kimbrough Ambulatory Care Center. The Advocacy Office also provides an opportunity for the customer to evaluate the effectiveness of consumer awareness and ensure patients, as well as staff, are treated with the respect and dignity they deserve. Patient Advocacy in its simplest terms, regards any activity which ultimately benefits a patient. Using that definition, it can apply to care giving for an individual patient, to groups that develop policies and advice that help

patients, to government groups that develop legislation to improve systems or processes for patients.

Kimbrough Ambulatory Care Center strives to provide the best healthcare program and customer service to all beneficiaries and with your feedback, we will continuously seek better alternatives to provide these services.

After a scheduled appointment, you may receive **The Army Patient Satisfaction Survey**. It is extremely important to fill the survey out. Not only do they assist us to improve, every returned survey can invest up to **\$500.00** back into your health care.

The Patient Advocate will be happy to assist you with concerns in which our Kimbrough Ambulatory Care Center staff may not be able to provide immediate resolution. Your concerns are always important to us.

The Patient Advocate is located on the 1st floor, Rm. # 1A61, Telephone #: 301-677-8836, E-mail:

usarmy.meade.medcom-kacc.mbx.kacc-patient-advocate@mail.mil

CANCER EDUCATION and SUPPORT

Submitted by COL(ret) Donald Williford

Patients recently diagnosed or cancer survivors in and post-treatment who feel out of touch, frustrated, isolated or afraid and need plain-talk support, contact the Patient Family Advisory Council (PFAC). We are in the process of establishing a Cancer Education and Support Group (CEAS) at Kimbrough Ambulatory Care Center. We have experienced Patient Facilitators on hand, who are cancer survivors along with Medical Staff Professionals to support a monthly support group meeting.

Please call 301-677-8261 or stop by the Patient and Family Centered Care Office, Rm#1A60 to affirm your interest, time availabilities and leave your contact information. You will be notified directly of the initial meeting time, date and location.



"It's Bug Season!"

Submitted by Beverly L. Lindsay, MD, MPH



With the warming temperatures comes an increase in insects and both children and adults can be bitten or stung. Here are some suggestions for prevention and first aid in the event you are bitten or stung

Tick Bites

Tick bites are common. Parents should check children for ticks after playing, walking or camping in a grassy or wooded area. Ticks should be removed by grasping the head firmly with a pair of tweezers and lifting directly up off the skin with slow, steady pressure. Excessive pressure, especially on the body, can result in regurgitation of the tick's infected body fluids into the site of attachment. Do not scratch the skin as this may result in leaving mouth parts behind in the broken skin. To transmit lyme disease a tick must be imbedded in the skin for more than 24 hours. It is very useful to do tick checks as well as thoroughly showering and washing your hair after outdoor time in the fields and woods. Avoid burning or suffocating the tick. Tick bites normally don't itch or hurt. That's why they often go unnoticed.

Call your Doctor if:

- You can't remove the tick or the tick's head
- Fever or rash develops in the following two (2) weeks
- Bite begins to look infected (red or draining)

Prevention

When hiking in tick-infested areas, wear long clothing and tuck the ends of pants into socks. Apply an insect repellent to clothing, shoes and socks.

Tick Repellent for use on Clothing & Skin

- **DEET** (*N,N*-diethyl-*m*-toluamide) is an effective tick

repellent for use on the skin (not for use on children under two months of age).

- Use up to 30% DEET for children and adolescents (AAP recommendation 2005). 30% DEET protects for six (6) hours
- **Permethrin**-containing products (e.g., Duranon, Permanone and Congo Creek Tick Spray) are highly effective tick repellents on clothing (it is more effective to use Permethrin on clothing than to use DEET).
- An advantage over using DEET is that Permethrin is applied to and left on clothing.
- **Picaridin**— works as well as similar concentrations of DEET. Like DEET, products with higher concentrations of picaridin lasts longer than products with lower concentrations. Choose a product with up to 20% picaridin for adults and kids two months and older .

(Please follow the manufacturers instructions on frequency and use of these products)

Stings

Hymenoptera insects are attracted to strong perfumes and brightly colored clothing and avoidance of these may decrease the risk of being stung. Insect stings can be painful and may result in swelling. Some people are very sensitive and allergic to certain insect stings. Most hymenoptera insect stings are caused by yellow jackets, honeybees, wasp and fire ants. Yellow jackets have yellow and black stripes. They are most aggressive in the summer and fall. They are particularly aggressive if their ground nest is disturbed. They can sting multiple times. Honeybees (native and Africanized) are not aggressive. They sting when they are trapped or stepped on and are attracted to sweat and sweet

substances. They usually sting once before they die and leave the stinger behind. Fire ants are common in the Southern and Central states. They can be aggressive if their hill is disturbed. Fire ants can sting multiple times and do not die after the sting.

What To Do When Stung

When you are stung by an insect, move to a safe place away from the insect (s). The stinger should be removed if present. It can be removed by scraping it out with a plastic card. Clean the area with water and apply a cool compress for relief symptoms. Don't use topical antihistamines. Anyone with anaphylaxis symptoms such as difficulty breathing; generalized hives; swelling of the mouth, lips or tongue; tightening of the throat or generalized skin flushing should receive an epinephrine injection emergently and be seen by emergency medical personnel. If you have a history of anaphylaxis, you should carry an epinephrine auto injector pen (Epi-pen) with you. Just ask your provider for a prescription.

First Aid for Anaphylaxis Shock

(Do this while calling 911 or being transported to an Emergency Room)

- Move to a safe place and lay down.
- Over 66 pounds (30 kg) : 0.3 mg auto-inject Epi-pen or give 0.3 ml Twinject.
- 33-66 pounds (15-30 kg): 0.15 mg auto-inject Epi-Pen Jr. or give 0.15 ml Twinject
- Less than 33 pounds (15 kg): Give dosage recommended by your provider
- Inject it into the muscle of the upper outer thigh
- Can be given through clothing if necessary
- After giving epinephrine, give oral Benadryl or other antihistamine, if the patient is able to swallow
- Repeat epinephrine after 5 minutes if still awaiting emergency care.



TRICARE NEWS.....

Submitted by Dana Acho, Health Benefits Advisor

TRICARE Pharmacy Benefits

Did you know you could receive 90 days of generic medications by mail for zero co-payment or for-formulary brand for \$13.00 and non-formulary brand for \$43.00 co-payments? All you have to do is register with Express Script online at www.express-scripts.com/TRICARE or phone **1-877-363-1433** for more information to register by phone or by mail.

TRICARE for Life

TRICARE For Life is a Department of Defense Program that allows beneficiaries who are turning 65 years old to sign up for Medicare Part A and Part B. TRICARE for Life (TFL) is designed to pick-up your deductible and your 20% that you would normally be responsible for under Medicare. Three months prior to your 65th birthday you will receive a letter from the Defense Manpower Data Center Support Office wishing you a Happy Birthday and encouraging you to sign-up for Medicare

Part A and B so that you will maintain your TRICARE for Life benefits. You will also receive a letter from Social Security Administration with instructions on applying for your Medicare benefits.

Once you have received your Medicare Part A and B card you will need to visit the nearest ID card office and show your Medicare card and have your military Identification card updated to reflect that you now have TRICARE for Life. Medicare will then become your primary payer.

If you have additional questions regarding your social security benefits please visit your local social security office or call **1-800-772-1213** or visit them on the web at www.ssa.gov. If you have questions regarding your TRICARE for Life benefits please call **1-866-773-0404** or visit them on the web at www.tricare.mil/tfl.



Patient/Family Centered Care (PFCC)

The Institute for Family-Centered Care was established in 1992 to advance the understanding and practice of family-centered care in all settings by promoting collaborative, empowering relationships among patients, families, and health care professionals. During the summer of 2010, the Institute proudly announced its new name: Institute for Patient- and Family-Centered Care (PFCC).

The 4 Core Concepts of PFCC:

- **Respect and dignity**
- **Information Sharing**
- **Participation**
- **Collaboration**

In the Spring of 2009, Kimbrough Ambulatory Care Center (KACC) initiated the development of a Patient/Family Advisory Council (PFAC) under the leadership of COL Ransom, Deputy Commander for Nursing. The PFAC is a self-governing group of Red Cross volunteers that are also patients at Kimbrough. The PFAC operates with its own Charter, By-laws and Standard Operating Procedures. PFAC members attend various community and KACC committee meetings to provide patient input.

The PFAC needs more members to continue this key link between beneficiaries and providers.

YOU'RE INVITED TO JOIN

We value your comments!

DATE:

Meetings held every 3rd Tuesday

TIME:

3:00pm — 4:00pm

LOCATION:

3rd Floor, KACC - Conf. Room

For more information on PFAC contact the Patient Advocate at (301) 677-8836 .



Department of the Army

Important Numbers: KACC Info. 301-677-8800; Patient Advocate 301-677-8836; TRICARE 1-877-TRICARE; Exceptional Family Member Program: 301-677-8435; Volunteers: 301-677-8261
Website: <http://kacc.narmc.amedd.army.mil> or <http://www.facebook.com/KimbroughCARES>

